



Healthy Blue

HERITAGE  
HEALTH

AIM  
SpecialtyHealth.

# Sleep Solution

PROVIDER OFFICE STAFF END USER TRAINING

10/6/2020

## Objective

Effective January 1, 2021, AIM will manage radiology and cardiology reviews for Healthy Blue membership through a program called the Sleep Studies. Our objective today is to help you understand what this means to you and your practice.

## Agenda

- Introduction to AIM Specialty Health
- Sleep overview
- Preparing for the Sleep
- AIM **ProviderPortal**<sub>SM</sub> Order Request Demonstration
- Additional AIM *ProviderPortal* Features
- Questions



# AIM delivers clinical programs across all 50 states



Founded: 1989 Chicago, IL

54M

COVERED  
LIVES

70

PAYERS IN  
50 STATES

40%

FORTUNE 50  
COMPANIES

~11M

CASE REVIEWS  
PER YEAR



150+

PHYSICIAN  
REVIEWERS IN 20+  
SPECIALTIES

60+

INDEPENDENT  
SUBJECT  
MATTER EXPERTS

76%

ONLINE CASE  
INITIATION

1,500

PEER-TO-PEER  
CONSULTATIONS  
CONDUCTED DAILY





# Our multispecialty team of physicians assures clinical credibility



**ROBERT  
MANDEL**

Chief Medical Officer



**STACY  
BAN**

Medical Director,  
Oncology



**CHRIS  
BUCKLE**

Medical Director,  
Radiology



**VARSHA  
CHANDRAMOULI**

Vice President,  
Clinical Operations



**JENNIFER  
ECKLUND**

Associate Medical Director,  
Government Programs



**MICHAEL J.  
FISCH**

Medical Director,  
Medical Oncology  
Programs and Genetics



**ROBERT  
FURNO**

Medical Director,  
Government Solutions



**THOMAS P.  
POWER**

Senior Medical  
Director, Cardiology  
and Sleep Medicine



**KERRIE  
REED**

Medical Director,  
Rehabilitation



**JULIE  
THIEL**

Senior Vice President,  
Clinical Programs



**RICHARD  
VALDESUSO**

Senior Medical Director,  
Musculoskeletal



**ROBERT  
ZIMMERMAN**

Medical Director,  
Radiation Oncology



# Sleep overview

# Services requiring preauthorization

## Sleep Therapy Testing and Treatment Services Included:

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- In-lab sleep study
  - Polysomnography (PSG)
- Multiple Sleep Latency Testing (MSLT)
- Maintenance of Wakefulness Testing (MWT)
- Titration Study
- Initial treatment orders and supplies (APAP, CPAP, BPAP)
- Ongoing treatment orders and supplies (APAP, CPAP, BPAP)
- Oral appliances



**SLEEP**

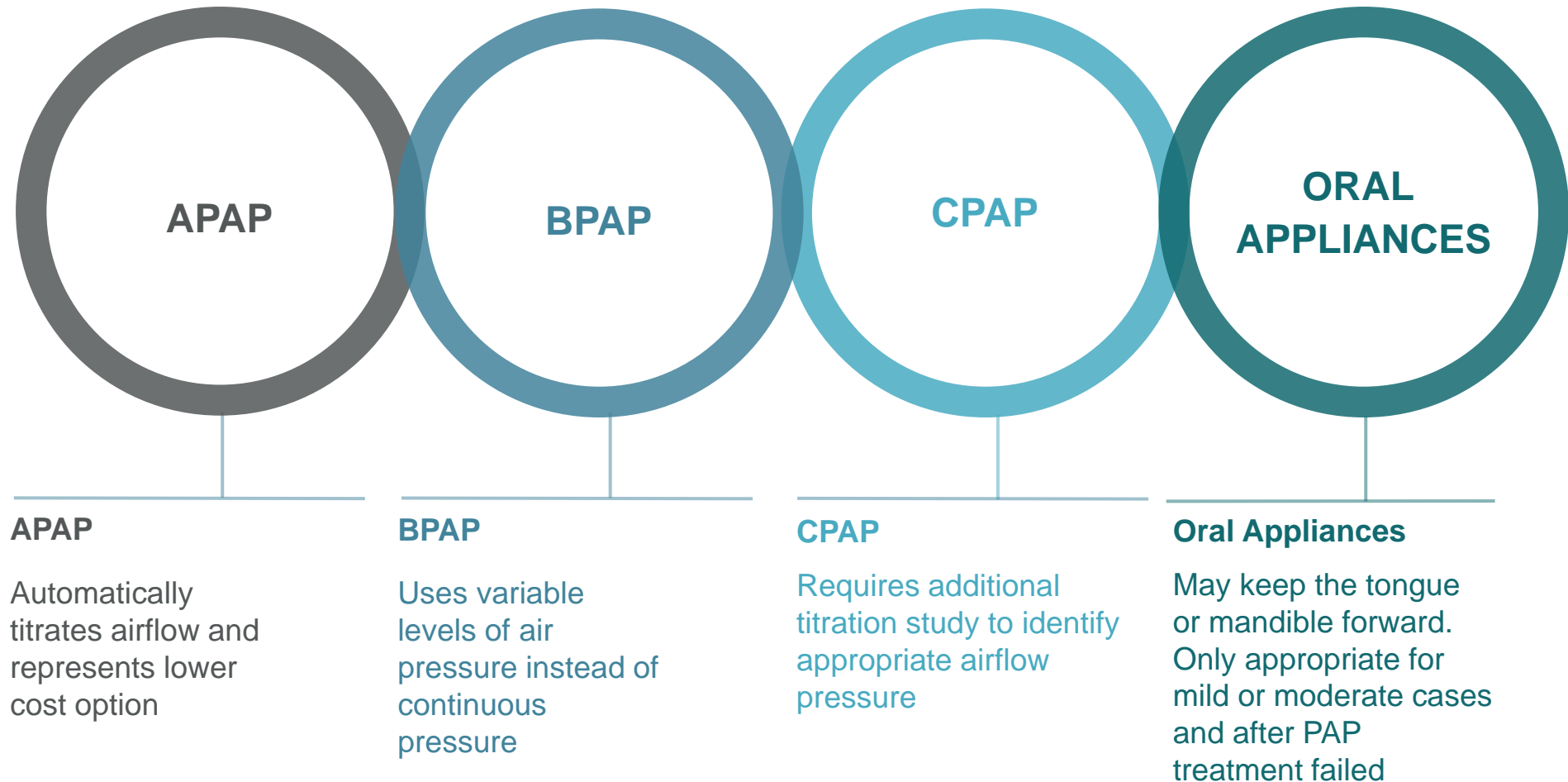
# Features of the AIM Sleep program

## Differentiating features:

- Direct patients to appropriate testing level or site
- Monitor and manage patient treatment compliance:
  - Ensures compliant members receive ongoing treatment supplies avoiding wasted resources on those who are non-compliant
  - We have a direct data feed from PAP machine manufacturers to confirm compliance
- The health plan may receive list of patients with untreated OSA and/or not in compliance with approved diagnostic testing



# Treatment options available based on patient clinical conditions





# Increasing treatment plan compliance leads to better outcomes

## COMPLIANCE CONCERNS

Over 50% of patients stop using PAP treatment within the first year

Poor compliance exposes patients to health risks that contribute to higher cost of care from chronic conditions

## COMPLIANCE MONITORING

Smart track modems and wireless compliance monitoring systems track PAP usage.

Providers must enter tracking data to prove patient compliance prior to the authorization of treatment continuation of supplies

If a patient is compliance with treatment, supplies will automatically be authorized by AIM

# We leverage technology to access member compliance data for ongoing treatment



# Settings requiring preauthorization



## Included setting:

- Outpatient services (e.g., office, outpatient hospital)

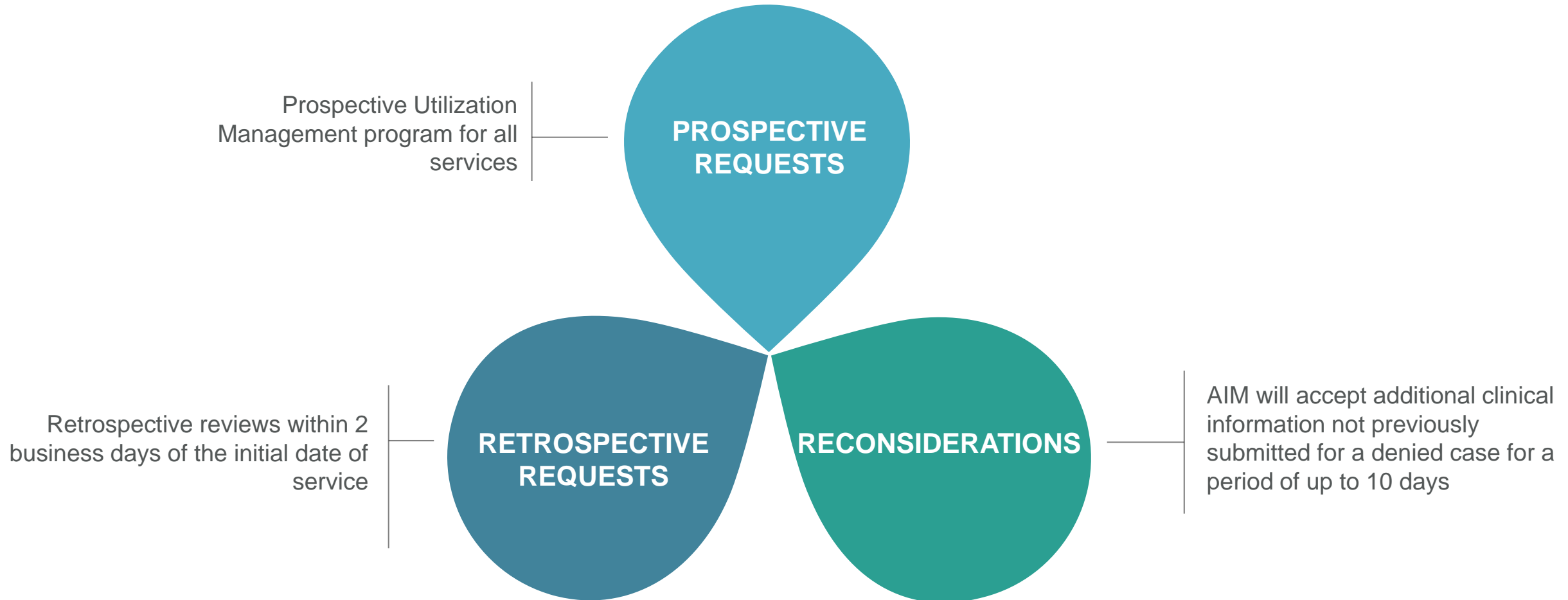


## Excluded setting:

- Hospital inpatient
- Studies performed as part of ER/observations visit
- Urgent care facility



# Ordering and servicing\* provider initiated requests



\*Facility Based sleep testing providers, and DME providers are allowed to initiate orders on behalf of the ordering physician.

# Provider initiated requests

Dentists will be restricted from initiating order requests. They will be designated as a servicing provider for oral appliances.



Ordering physicians are allowed to restart treatment after a period of non-compliance.

Servicing providers are not allowed to restart a treatment



# Clinical review steps

## 1 Case intake

**Submission captured**  
through our online  
***ProviderPortal***<sub>SM</sub>  
or directly with a referral  
specialist within one of our  
call centers

Member and ordering  
provider demographics

Clinical case information

Capture servicing  
provider/facility  
demographics

## 2 Case review

Requests are  
**reviewed in real time**  
against clinical  
appropriateness  
adjudication against  
AIM clinical guidelines

## 3 Education and intervention

Peer-to-peer  
discussion if previous  
adjudication  
indicated that case  
does not meet  
clinical criteria

## 4 Case closure

Document final  
review outcome

Messaging of final  
review outcome to  
provider

Extract case  
information to health  
plan

## 5 Additional review options

Pre-service  
reconsiderations

# How long is a preauthorization valid?

Order numbers are valid for 60, 90, or 365 calendar days

THE TIMEFRAME IS DEPENDENT ON THE SLEEP STUDY, TITRATION STUDY, OR EQUIPMENT SUPPLIES SELECTED WITHIN THE CASE

## VALID TIMEFRAME EXAMPLE

- Sleep study test is valid for 60 days.
- Treatment and supplies are valid for 90 days for the first year and then 365 days starting on year 2

## RENT-TO-OWN PERIOD

- Commercial and Medicaid members rent-to-own period is 10 months/310 days

# AIM closes most cases within 24 hours



## Case turn around times

CASE	
Non-urgent Requests	Shall close within 13 Calendar days
Urgent Requests	Shall close within 2 Calendar days



# Preparing for the Sleep Program

# Healthy Blue program start date



Contact center and  
***ProviderPortal*** open



Program goes live

*Contact center and **ProviderPortal** will be available beginning on 12/21/2020 for preauthorization requests with dates of service rendered on or after 1/1/2021*



# Which Healthy Blue members need preauthorization through AIM?



## Included lines of business (products):

- Healthy Blue



## Excluded lines of business (products):

- Commercial
- Medicare

*Please contact the health plan to verify preauthorization requirements for members who are not found within the AIM system.*

*If the health plan confirms eligibility, they may contact AIM to have the member manually added into the AIM system.*

# Submitting an order request



## ***ProviderPortal***

- Register at [www.providerportal.com](http://www.providerportal.com)
- Available 24 hours/day, 7 days/week except for maintenance on Sundays from 12-6 pm CT
- SSO through EPA for out-of-state providers (Blue plans only)
- ***ProviderPortal*** support team: (800) 252-2021
- AIM clinical guidelines available on ***ProviderPortal***



## **AIM contact center**

- Dedicated toll-free number: (855)574-6479
- Contact center hours: Monday – Friday 7AM – 7PM CST
- Voicemail messages received after business hours will be responded to the next business day

\* AIM call center is closed on the following holidays: Thanksgiving Day, the day after Thanksgiving, Christmas Day, New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, and Labor Day.

# Order request check list

## All order requests will require:

- ☐ Member first and last name and date of birth
- ☐ Ordering provider first and last name
- ☐ Servicing provider name
- ☐ Member's history and physical notes

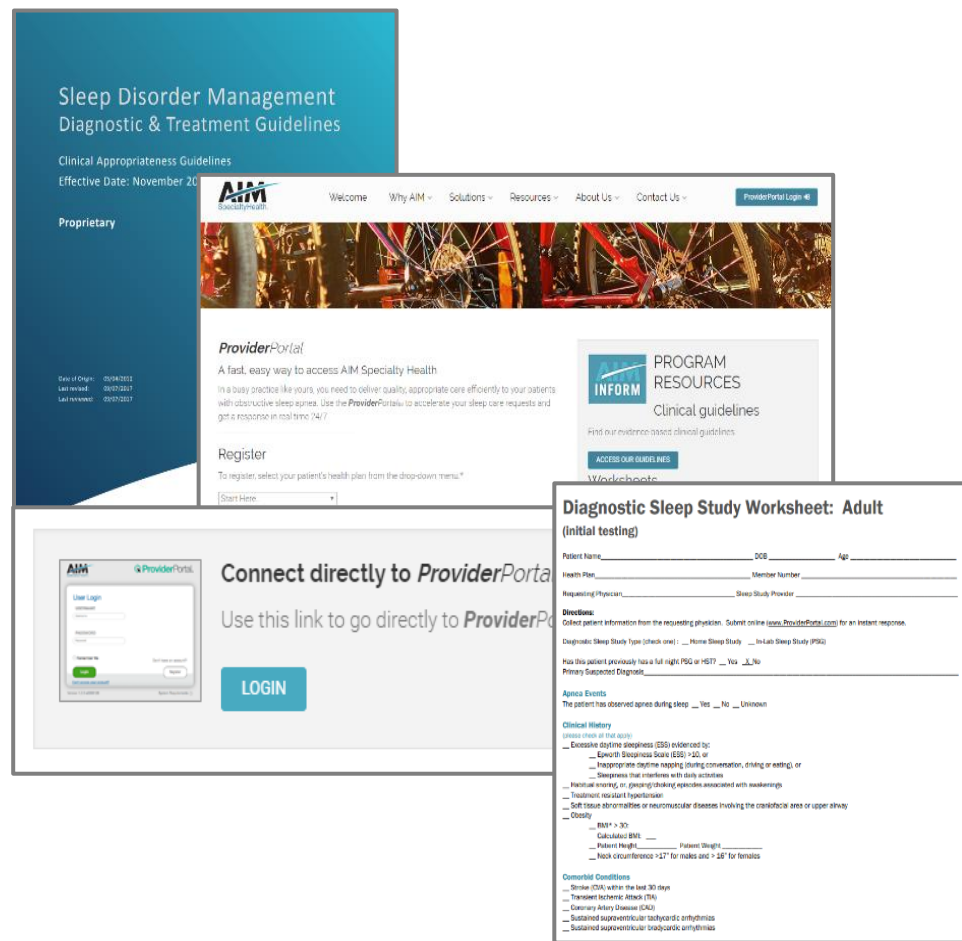
## Information will vary based on order request:

- ☐ Signs and Symptoms
- ☐ Sleep study history
- ☐ Member's comorbid conditions
- ☐ Follow-up diagnostic study information

AIM Sleep Solution order request worksheets are available for download at <https://aimspecialtyhealth.com/providerportal-sleep/>



# Provider microsite



Providers can visit the microsite for:

- › Clinical guidelines
- › Worksheets
- › Connect directly to AIM **ProviderPortal**



Look for these items at  
[www.aimspecialtyhealth.com/providerportal-sleep/](http://www.aimspecialtyhealth.com/providerportal-sleep/)

# *ProviderPortal* highlights

## *ProviderPortal* modules

Start your  
order request

Check order  
status

View order  
history

Manage your  
physician list

Manage your  
user profile

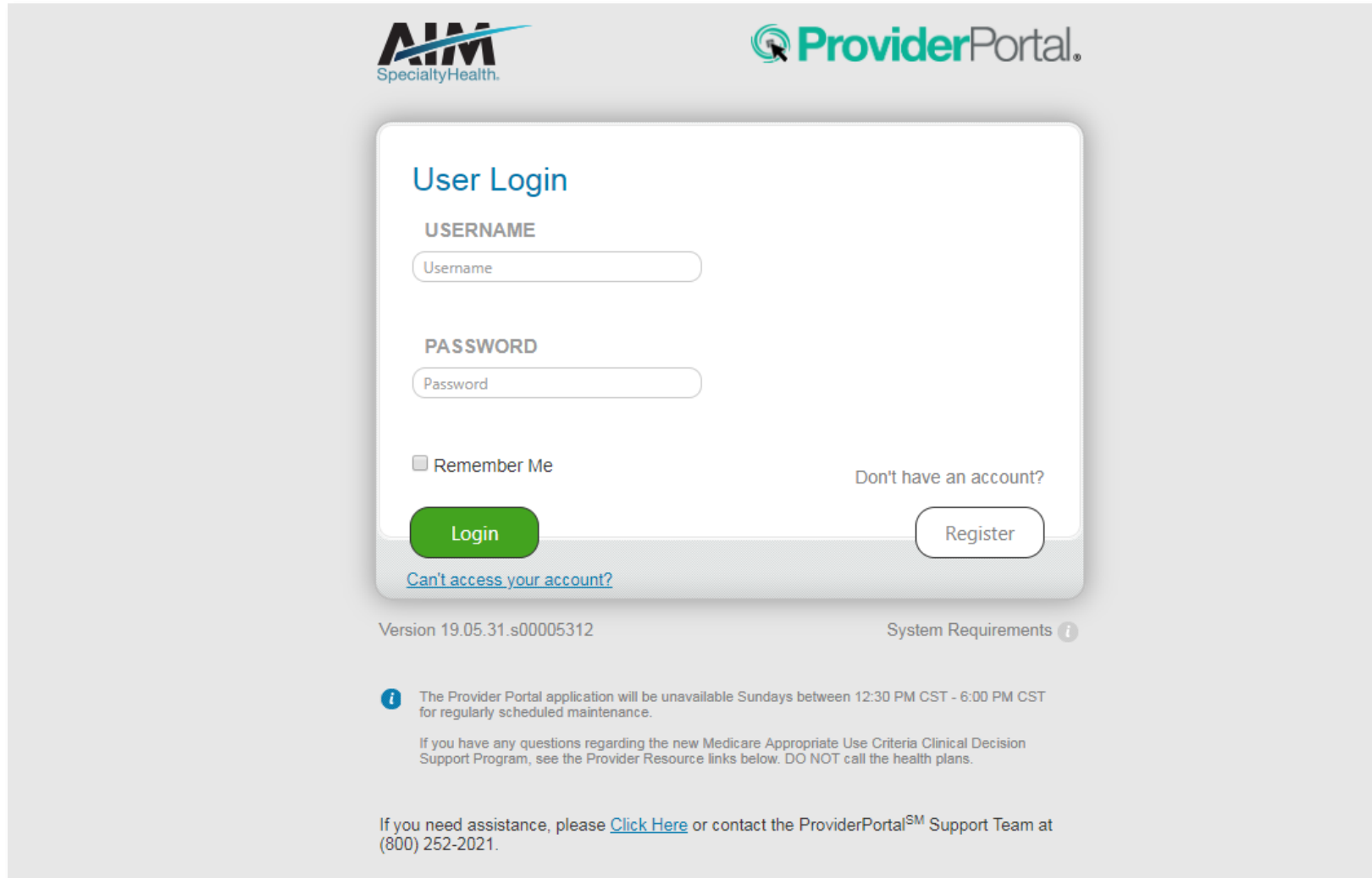
Reference desk  
Training/tutorials  
CPT codes  
Forms

## *ProviderPortal* access and registration

- Register at AIM via [www.providerportal.com](http://www.providerportal.com)
- Select your User Role
- Enter User Name and Password
- Enter value for unique key (I.e. TIN, NPI)
- If prompted, enter PIN (233-83169- 83169)
- Check your inbox for an email from AIM



# ProviderPortal login/registration



The screenshot displays the AIM SpecialtyHealth ProviderPortal login and registration page. At the top left is the AIM SpecialtyHealth logo, and at the top right is the ProviderPortal logo. The main content area is a white box with a light gray border. Inside this box, the title "User Login" is centered at the top. Below the title, there are two input fields: "USERNAME" with a placeholder "Username" and "PASSWORD" with a placeholder "Password". Below these fields is a checkbox labeled "Remember Me". To the right of the checkbox is a link "Don't have an account?". At the bottom of the input fields are two buttons: a green "Login" button and a white "Register" button with a gray border. Below the "Register" button is a link "Can't access your account?". At the bottom of the white box, there is a version number "Version 19.05.31.s00005312" and a link "System Requirements" with an information icon. Below the white box, there is a blue information icon followed by a message: "The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance." Below this message is a paragraph: "If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans." At the bottom of the page, there is a paragraph: "If you need assistance, please [Click Here](#) or contact the ProviderPortal<sup>SM</sup> Support Team at (800) 252-2021."

AIM SpecialtyHealth.

ProviderPortal.

## User Login

USERNAME

Username

PASSWORD

Password

☐ Remember Me


Don't have an account?


Login

Register

[Can't access your account?](#)

Version 19.05.31.s00005312

System Requirements 

 The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance.

If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans.

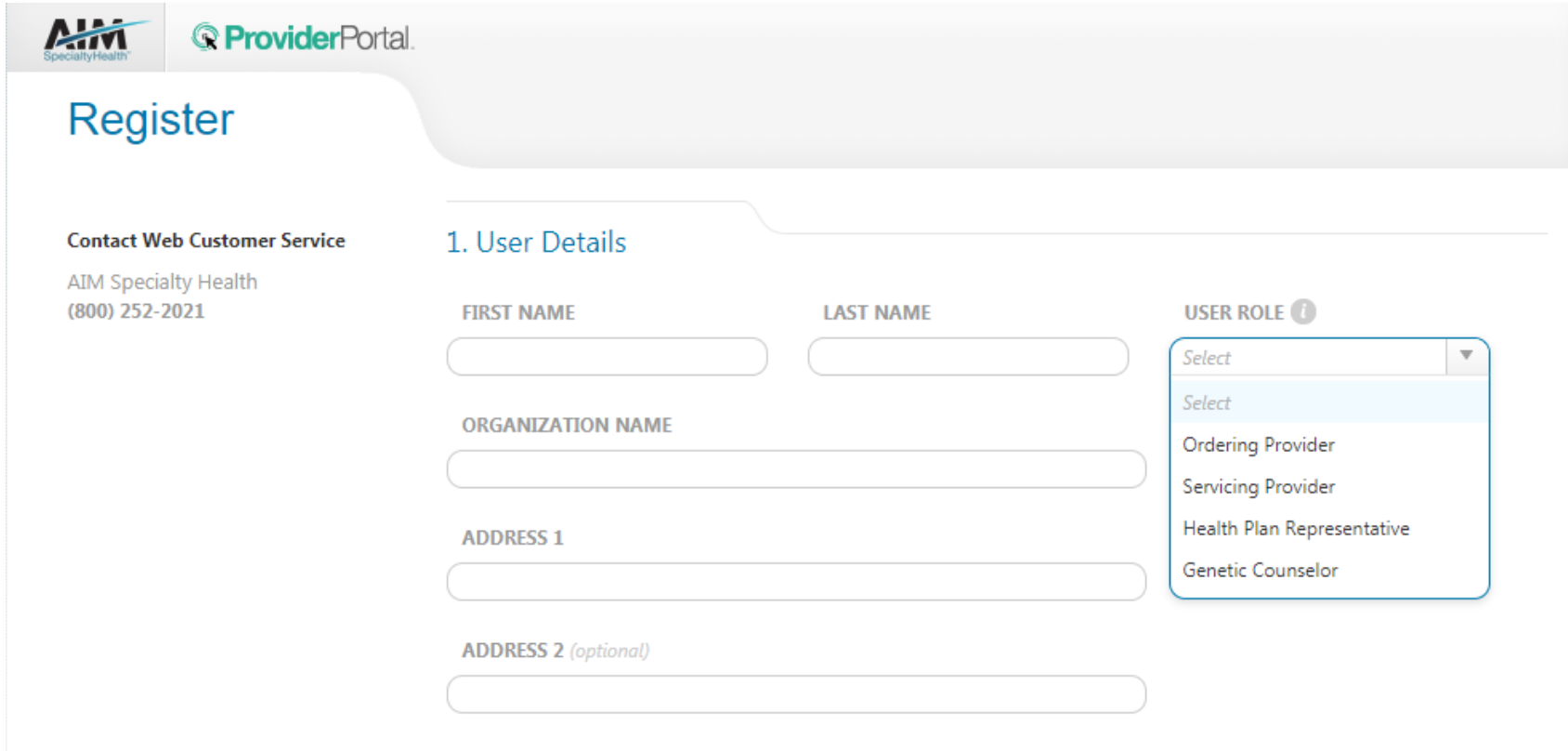
If you need assistance, please [Click Here](#) or contact the ProviderPortal<sup>SM</sup> Support Team at (800) 252-2021.

If you are registered with the AIM **ProviderPortal**, log in with your existing user account

or

Click the **“Register”** button to begin your registration process if you are a new user

# ProviderPortal registration



The screenshot shows the registration page for the AIM Specialty Health ProviderPortal. The page has a header with the AIM Specialty Health logo and the text "ProviderPortal". Below the header, the word "Register" is prominently displayed. To the left of the registration form, there is a contact information box for the Web Customer Service. The main registration form is titled "1. User Details" and contains several input fields: "FIRST NAME", "LAST NAME", "ORGANIZATION NAME", "ADDRESS 1", and "ADDRESS 2 (optional)". To the right of these fields is a "USER ROLE" dropdown menu with an information icon. The dropdown menu is open, showing a list of roles: "Select", "Ordering Provider", "Servicing Provider", "Health Plan Representative", and "Genetic Counselor".

**AIM Specialty Health** **ProviderPortal**

## Register

**Contact Web Customer Service**  
AIM Specialty Health  
(800) 252-2021

### 1. User Details

**FIRST NAME** **LAST NAME** **USER ROLE** ⓘ

Select ▼

Select

Ordering Provider

Servicing Provider

Health Plan Representative

Genetic Counselor

**ORGANIZATION NAME**

**ADDRESS 1**

**ADDRESS 2 (optional)**


Enter your name & practice information to begin registering

Select the applicable user role type, scroll down to continue...

# ProviderPortal registration

## 3. Application Selection

Select the applications you will need to access.

☒ Health Plan Utilization Review Programs 

Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

### PROVIDER IDENTIFIER

Select

Select

☐ Tax ID (TIN)

Group TIN

NPI

4. ☐ Group NPI

Provider ID

☐ I Agree to the Terms of Service

Enter your **practice's Group identifier**. E.g. TIN

Select the type of ID you will be using to register from the drop down list.

Then type in the number in the following field.



# ***ProviderPortal* order request demonstration**

NOTE: Actual member and provider data will not be used in this presentation

# ProviderPortal Home Page

The screenshot displays the ProviderPortal Home Page. At the top, there is a blue navigation bar with a home icon, the text "Order Request", and a "Logout" link. Below this, a grey banner contains the text "Welcome DEMO TRAINING" and four icons with labels: "Manage Your Physician List", "Manage Your User Profile", and "Reference Desk".

The main content area is divided into several sections. On the left, a vertical sidebar contains five links: "Start Your Order Request Here" (with a folder icon), "Check Order Status" (with a checkmark icon), "View Order History" (with a document icon), "Check Claim Status" (with an envelope icon), and "Access Your Optinet Registration" (with a document icon).

The central section is a large white box with a light blue border. It contains a search form with the following fields and options:

- "Select the date of service" with a text input field containing "9/24/2018" and a calendar icon.
- "Select the search type" with two radio buttons: "Member ID + DOB" (selected) and "Member ID + Name".
- "Member ID" with a text input field containing "376699999" and a help icon.
- "Date of Birth" with a text input field containing "01/01/1958" and a clear icon.
- A green "Find This Member" button at the bottom.

On the right side of the main content area, there are two boxes. The top one is titled "Message Center" and contains a notice: "The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance." The bottom one is titled "Provider Resources" (with a star icon) and contains links to "Radiology Tutorial", "Genetic Testing Tutorial", and "Registration".

At the bottom of the page, a white box contains the text: "For all urgent requests, please contact AIM Specialty Health."

To create a preauthorization request:

1. Enter the "Date of Service"
2. Provide the following member information:

Member ID and Date of Birth

Or

Member ID and Name

3. Next, chose "Find this Member" to search for your member.

# Member search results

Order Request

Logout

Step: 1 2 3 4 5

Step 1: Please select the member from the list below.

Member Search Results

Records Per Page 10

Member Name	Member Number	Relation	Sex	Date of Birth	State	Health Plan
216Doe, Jane	376699999	Employee	F	01/01/1959	FL	Florida Health Care Plan
210Doe, BARBIE	376699999	Employee	F	01/01/1959	GA	Amersgroup Georgia
40Doe, Jane	376699999	Employee	F	01/01/1959	NJ	AmertHealth
186Doe, Jane	376699999	Dependent	F	01/01/1959	CA	Authem BC
184Doe, Jane	376699999	Dependent	F	01/01/1959	CO	Authem BC/BC/CO
187Doe, Jane	376699999	Dependent	F	01/01/1959	CT	Authem BC/BC/CT
189Doe, Jane	376699999	Dependent	F	01/01/1959	CT	Authem BC/BC/DE
188Doe, Jane	376699999	Dependent	F	01/01/1959	NH	Authem BC/BC/DE
185Doe, Jane	376699999	Dependent	F	01/01/1959	NV	Authem BC/BC/DE
85Doe, Jane	376699999	Employee	F	01/01/1959	IA	Authem CB

1 of 5

Total Number of Records Found: 43

For all urgent requests, please contact AIM Specialty Health.

Select your member from the search results by clicking on the **member name**.

If your member does not appear in the results, you can change your criteria and search again using the “**Change member search criteria**” button.

# Order type selection









Order Request Logout

Step: 1 2 3 4 5

85Doe, Jane [Edit](#) [Hide Details](#)

Member #: 376699999 Date of Service: 6/18/2020  
Date of Birth: 1/1/1969 Health Plan: [REDACTED]

Select the order type for this request. Then click Continue below.

 <b>Diagnostic Imaging</b> <small>Includes: Angiography, Bone Density CT, CTA, MRA, MRI, Nuclear Medicine, PET</small> <a href="#">View Code List</a>	 <b>Cardiovascular</b> <small>Includes: Angiography, percutaneous coronary revascularization, arterial ultrasound</small> <a href="#">View Code List</a>	 <b>Sleep Management</b> <small>Includes: HST, In Lab, Titration, APAP/BPAP/CPAP, Oral Appliance, MSLT, MWT</small> <a href="#">View Code List</a>
 <b>Musculoskeletal</b> <small>Includes: Joint Surgery, Spine Surgery &amp; Interventional Pain Management</small> <a href="#">View Code List</a>	 <b>Radiation Therapy</b> <small>Includes: 2D/3D, Brachytherapy, IGRT, IMRT, IORT, Proton, Stereotactic (SRS/SBRT), SIRT</small> <a href="#">View Code List</a>	 <b>Chemotherapy and Supportive Drugs</b> <small>Includes: Review of cancer drugs, side effect management and treatment pathways</small> <a href="#">View Code List</a>
 <b>Genetic Testing</b> <small>Includes: Laboratory testing for the inheritance or management of genetic conditions</small> <a href="#">View Code List</a>	 <b>Other Surgical Procedures</b> <small>Includes: Arthroscopy, Colonoscopy &amp; Endoscopy</small> <a href="#">View Code List</a>	

Provide Member contact information:

Phone Number: (773)864-4600 Phone Type: Select

On the order type screen, select **“Sleep Management”** and then select the **“Continue”** button.

Note: only programs that are currently managed by AIM for the selected member will display on the order type selection screen.



# Ordering provider selection

Step: 1 2 3 4 5

85DOE, JANE [Edit](#) [Hide Details](#) [Show Details](#)

Member #: YRN376699999 Date of Service: 9/24/2018  
Date of Birth: 1/1/1959 Health Plan: Anthem CO  
Ordering Provider:

Step 2: Please select the Ordering Provider from the list below or by using the Ordering Provider Search.

Ordering Provider Search

Search Type:  
☒ Name  
☐ TIN or NPI  
☐ Address

First Name:

Last Name:

State  
Iowa

[Clear](#)

Recent Favorites Search Results Expanded Search View: Local

Ordering Providers

Favorite	Name	Address	City	Specialty	Health Plan
★	<a href="#">CALLAGHAN, JOHN</a>	975 W WALNUT ST STE 424	INDIANAPOLIS	Internal Medicine	Anthem CO
★	<a href="#">SCULLY, THOMAS</a>	2 PROGRESS POINT PKWY	OFALLON	Urology	Anthem CO
★	<a href="#">SHARPE, BRYAN</a>	18051 RIVER AVE STE 200	NOBLESVILLE	Family Practice	Anthem CO

DISPLAYING 1-3 OF 3 RESULTS

Select the ordering provider by clicking on the physician's name

Ordering providers that are associated with group identifier (e.g. TIN, NPI, etc). in the user's registration will be available for selection

For practices with multiple providers, establishing **"Favorites"** will allow for increased intake efficiency

# Ordering provider fax confirmation

Step: 1 2 3 4 5

85DOE, JANE [Edit](#) [Show Details](#)

Member #: YRN376699999 Date of Service: 9/24/2018  
Date of Birth: 1/1/1959 Health Plan: Anthem OK  
Ordering Provider:

Step 2: Please select the Ordering Provider from the list below or by using the Ordering Provider Search.

Ordering Provider Search

Search Type:

☒ Name

☐ TIN or NPI

☐ Address

First Name:

THOMAS

Last Name:

SCULLY

State

Missouri

Search [Clear](#)

Recent Favorites Search Results Expanded Search View: Local

Ordering Provider

Favorite	Name	Specialty	Health Plan
★	CAL	Internal Medicine	Anthem OK
★	SCU	Urology	Anthem OK
★	SHA	Family Practice	Anthem OK

DISPLAYING 1-3 OF 3 RESULTS

Delete this request

Ordering Provider Fax number

Please enter or confirm the physician's fax number below

FAX Number

(314) 434-1814

[Why do you need this?](#)

Save | [Fax Unavailable](#)

Enter the fax number to be used when communicating the outcome of an adverse determination (denial) case

or

If a fax number was previously entered for the provider, confirm the number is correct

Press the **“Save”** button to continue.

# Clinical service selection

Select the **Order** from the drop-down list below or enter the HCPCS/CPT code.

You may be prompted with additional questions based on the Order Type and Sub-Type selected.

Once selected, you will proceed to the next question.

Order Request

Logout

Step: 1 2 3 4 5

85DOE, JANE [Edit](#) [Hide Details](#)

Member #: YRN376699999 Date of Service: 9/24/2018

Date of Birth: 1/1/1959 Health Plan: [Edit](#)

Ordering Provider: THOMAS, SCULLY [Edit](#)

Step 3: Please select the desired Order.

Requested Items [View Details](#)

Sleep Management Order

☒ Select Order From

☐ Enter HCPCS/CPT

Repeat Study

Has this member previously had a full night PSG or HST?

Sleep Order Type


Diagnostic Sleep Study

Sleep Sub Order Type

In-Lab (PSG) / Split Night

[Delete this request](#)

# Clinical diagnosis selection

 Order Request Logout

Step: 1 2 3 4 5

85DOE, JANE [Edit](#)

Hide Details

Member #: YRN376699999 Date of Service: 9/24/2018  
Date of Birth: 1/1/1959 Health Plan: Anthem CO  
Ordering Provider: THOMAS, SCULLY [Edit](#)

Step 3: Clinical Review - Please enter the Clinical Details.

Patient Primary Diagnosis

[Printable Version](#)

Please select the member's Primary Suspected Diagnosis

☐ Obstructive Sleep Apnea  
☐ Central Sleep Apnea  
☐ Narcolepsy  
☐ Periodic limb movement disorder  
☐ Other (Enter ICD10 Code)

Clinical Information

Order Type: Diagnostic Sleep Study  
Order Sub Type: In-Lab (PSG) / Split Night  
95810


Continue Restart

Delete this request


Identify the patient's primary suspected diagnosis. You may do this by selecting one of the **radial buttons**.

Select the “**Continue**” button in the lower left corner to proceed.


# Additional clinical detail entry


 Order Request Logout

Step: 1 2 3 4 5


85DOE, JANE  Edit Hide Details

Member #: YRN376699999 Date of Service: 9/24/2018

Date of Birth: 1/1/1959 Health Plan: 

Ordering Provider: THOMAS, SCULLY  Edit

Step 3: Clinical Review - Please enter the Clinical Details.

Clinical Review Details: Information that AIM has on file for this member is presented below. Please modify the information to reflect the member's current clinical status.  Printable Version

Please document the member's **Apnea Events**

The patient has observed apnea during sleep

☒ Yes

☐ No

☐ Unknown

Clinical Information

Order Type: Diagnostic Sleep Study

Order Sub Type: In-Lab (PSG) / Split Night 95810

Primary Diagnosis: Obstructive Sleep Apnea

Continue Restart Delete this request

Answer the question regarding the member's **condition/ events**.

Select **“Continue”** to go on to the next question.

# Additional clinical detail entry

Step: 1 2 3 4 5

85DOE, JANE Edit

Hide Details

Member #:

YRN376699999

Date of Service:

9/24/2018

Date of Birth:

1/1/1959

Health Plan:

Medicare CDR

Ordering Provider:

THOMAS, SCULLY Edit

Step 3: Clinical Review - Please enter the Clinical Details.

Clinical Review Details: Information that AIM has on file for this member is presented below. Please modify the information to reflect the member's current clinical status.

Printable Version

Please document all known Comorbid Conditions

☐

Stroke (CVA) within the last 30 days

☐

Transient Ischemic Attack (TIA)

☒

Coronary Artery Disease (CAD)

☐

Sustained supraventricular tachycardic arrhythmias

☐

Sustained supraventricular bradycardic arrhythmias

Clinical Information

Order Type:Diagnostic Sleep Study

Order Sub Type:In-Lab (PSG) / Split Night 95810

Primary Diagnosis:Obstructive Sleep Apnea

Clinical Details

Apnea Events

The patient has observed apnea during sleep

Yes

Signs and Symptoms

Excessive daytime sleepiness evidenced by:

Epworth Sleepiness Scale (ESS) > 10 or,

Inappropriate daytime napping (during conversation, driving or eating) or,

Sleepiness that interferes with daily activity

When the clinical information entered does not meet clinical guidelines for the exam requested, you will receive the **Feedback** screen.

# Review results feedback based on clinical entry

**85DOE, JANE**  
Member #: YRN376699999  
Date of Birth: 1/1/1959  
Ordering Provider: THOMAS, SCULLY


Date of Service: 9/24/2018  
Health Plan: Anthem OK

Hide Details

Requested Items


View Details

Results

 This request does not meet review criteria for an In-Lab Sleep Study (PSG) based on the answers in the **Contraindications for Home Sleep Testing** category(ies). Further clinical review is required

You have the following options:


Switch to HST - Type III

 Case Will Close

Your request will be complete.

Select

Add More Information


 Requires Further Review

Provide additional information in writing now or call us within 24 hours at (800) 554-0580. Our staff will review the information and complete your request.

Enter up to 300 characters of additional information here

Select

Edit Clinical

 Review and Edit the Clinical

Review the information you have entered after you have gathered additional information.

Select

Depending on if the order request meets criteria or not, the clinical feedback screen will provide you with various options to select from.

Below are some of the options you may be presented:

- Switch to a more appropriate test/study
- Supply additional information
- Edit the clinical information previously entered
- Close the case and an order number will be issued.



# Servicing provider selection

Select the servicing provider where the test / study will be performed.

Choose a provider in the list or use **“Find a Provider”** button to search for additional providers.

[Home](#) | [Order Request](#) | [Logout](#)

Step: 1 2 3 4 5

**85DOE, JANE** [Hide Details](#)  
Member #: YRN376699999 Date of Service: 9/24/2018  
Date of Birth: 1/1/1959 Health Plan: [Health Plan](#)  
Ordering Provider: THOMAS, SCULLY

Step 5: Please Choose a Provider.

**Provider Search**  
Provider Name:  
  
City:  
  
State:  
  
Zip Code:  
  
CIN:  
  
TIN / NPI:  
  
Service Performed:  
  
 [Clear](#)

**Provider Search Results**

Provider	Type	Address	City	State	Phone	Network Status	Distance	Action
<a href="#">NOVASOM</a>		801 CROMWELL PARK DR STE 108	GLEN BURNIE	MD	8777533776	NC	2329.94	<a href="#">View Details</a>

DISPLAYING 1-1 OF 1 RESULTS

The health plan has reviewed and approved the methodology used to assign the Site Score. The Site Score should not be construed as an indication of the quality of service to be received by any individual member at a given facility but merely reflects a comparison among facilities of certain factors. Site Score and Cost for the facilities are provided for informational purposes only and AIM and the health plan disclaim any responsibility for any decision to select one facility over another based on the information provided. Individual facilities or health care providers may disagree with the methodology used to define the cost ranges, the cost data, or quality measures. Many factors may influence cost or quality, including, but not limited to, the cost of uninsured and charity care, the type and severity of procedures, the case mix of a facility, special services such as trauma centers, burn units, medical and other educational programs, research, transplant services, technology, payer mix, and other factors affecting individual facilities and health care providers.

[Have a comment or suggestion?](#)  
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# Order request summary

Order Request

Begin Another Request

Go to Homepage

Save as PDF

Print

AIM  
SpecialtyHealth

ProviderPortal

Order Request Summary

Order ID: 110092478

Request Status:  
Authorized

Health Plan:  
Aetna C

Valid Dates:  
9/17/2018 - 11/15/2018  
Start Date:  
9/17/2018

Member Information:  
85DOE, JANE  
Member #: YRN3766999990  
PO BOX 482  
SAC CITY, IA 50583  
Date of Birth: 1/1/1959  
Phone: 773-864-4600

Ordering Provider:  
SCULLY, THOMAS  
2 PROGRESS POINT PKWY  
SAC CITY, IA 50583

Servicing Provider: Home  
NOVASOM INC  
801 CROMWELL PARK DR  
SAC CITY, IA 50583

The information on the patient's diagnosis/symptoms/conditions provided below was obtained from the Ordering Provider and has not been independently verified by AIM. AIM assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

REQUESTED ITEM(S)

EXAM ID	ORDER TYPE	SUB-ORDER TYPE	REQUEST STATUS	REASON	ACTION
<a href="#">G0399</a>	Diagnostic Sleep Study	Home Sleep Test (HST) Type III	Authorized	Criteria Met	<a href="#">View Details</a>

Change to Home Sleep Test (HST) Type III accepted.

Action Log Comments

Date	User	Description	Comments
9/17/2018 1:19:07 PM	PROVIDER PORTAL, (WEB USER)	Order completed	Order completed
9/17/2018 1:19:06 PM	PROVIDER PORTAL, (WEB USER)	Change to Home Accepted	Change to Home Accepted
9/17/2018 1:23:52 PM	(WEB USER)PROVIDER PORTAL	Incoming From WebPortal	

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

The order has now been submitted.

Requests that meet clinical criteria will be receive an immediate response with an Order number and authorization valid timeframe.

If the request does not meet criteria, your request will be sent for clinical review. You can contact AIM to discuss your request at any time.

You can “**Print**” or “**Save to a PDF**” to include in the patient’s chart.

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## Additional *ProviderPortal* features

# How to check an order status

The screenshot shows the 'Order Inquiry' page of the AIM Specialty Health provider portal. The top navigation bar includes a home icon, 'Order Inquiry', and a 'Logout' link. Below this, a secondary bar contains 'Welcome DEMO TRAINING', a user profile icon, and links for 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. A left sidebar contains five main action buttons: 'Start Your Order Request Here', 'Check Order Status' (highlighted with a green checkmark), 'View Order History', 'Check Claim Status', and 'Access Your Optinet Registration'. The main content area is divided into three sections. The first section, 'Select the member's healthplan', has a dropdown menu currently showing 'Aetna'. The second section, 'Select the order type', lists several medical categories with radio buttons: Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Surgical Procedures, Genetic Testing, and Musculoskeletal. The third section, 'Select the search type', has a dropdown menu set to 'Order ID'. Below this, there are two radio button options: 'Order ID + DOB' (selected) and 'Order ID + Name'. At the bottom of this section are input fields for 'Order ID' (with placeholder 'Order ID number') and 'Date of Birth' (with placeholder 'MM/DD/YYYY'). A large green 'Find This Order' button is positioned at the bottom center. To the right of the main form area, there are two informational boxes. The 'Message Center' box contains two messages about application unavailability on Sundays and a specific Saturday. The 'Provider Resources' box, marked with a star icon, lists links for 'Radiology Tutorial', 'Genetic Testing Tutorial', 'Registration', 'FAQ - Medicare AUC Program', and 'Tutorial - Medicare AUC Program'.

Order Inquiry Logout

Welcome DEMO TRAINING Manage Your Physician List Manage Your User Profile Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Check Claim Status

Access Your Optinet Registration

Select the member's healthplan

Select the order type

Select the search type

Order ID

Date of Birth

Find This Order

Message Center

The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance.

If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans. The Provider Portal application will be unavailable on Saturday, June 13th 12:00 PM CST - 12:00 AM CST for special maintenance activities.

Provider Resources

Radiology Tutorial

Genetic Testing Tutorial

Registration

FAQ - Medicare AUC Program

Tutorial - Medicare AUC Program

Existing orders can be viewed from the “**Check Order Status**” tab

Select the member’s **health plan**

Select the “**Order Type**”

Enter either the **Order #** or the **Member ID #** and **Name/DOB**

Press the “**Find This Order**” button.

# How to check an order status

Order Inquiry

Logout

Select Health Plan and Search by Method to perform an Order Inquiry. Please complete all known search fields thoroughly and accurately so that your search may be limited as much as possible.

Order Inquiry

Health Plan:

Search by:

Member

SELECT SEARCH TYPE

☒ Member ID + DOS

☐ Member ID + Name

MEMBER ID

AlphaPrefix\*Number

DATE OF BIRTH

MM/DD/YYYY

Find

Clear

Order Search Results

Order/Status	Member Name	Member Number	Start Date	Ordering Provider	Expires
<a href="#">110063654</a>	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	148 days
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	9/1/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	9/1/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	8/18/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	8/18/2017	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DOE, JANE	376699999	8/14/2017	SCULLY, THOMAS	

1 2 3 4 5

DISPLAYING 1-10 OF 23 RESULTS

Multiple Decisions Reported

Back to Search results

Print Preview

All orders that have been processed for the member will be listed in the **Order Search Results** page

Click on the hyperlink in the **Order/Status** column to see detailed data for any individual order.

The Order Request Summary will display upon selecting the Order/Status.

# How to view order history

Order History

Welcome DEMO TRAINING

Manage Your Physician List

Manage Your User Profile

Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Check Claim Status

Access Your Optinet Registration

Show me: For: Within the last: With the status:

Diagnostic Imaging

Cardiovascular

Specialty Drug

Radiation Therapy

Sleep Management

Chemotherapy and Supportive Drugs

My Orders

My Group's Orders

7 Days

All

Go

Order History

Welcome DEMO TRAINING

Manage Your Physician List

Manage Your User Profile

Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Check Claim Status

Access Your Optinet Registration

Show me: For: Within the last: With the status:

Diagnostic Imaging

Cardiovascular

Specialty Drug

Radiation Therapy

Sleep Management

Chemotherapy and Supportive Drugs

Surgical Procedures

Genetic Testing

Musculoskeletal

Rehabilitation

My Orders

My Group's Orders

7 Days

All

Go

All Orders

Records Per Page 10

Member Name	Member Number	Date of Service	Order Status	Ordering Provider	Entered Date	Entered By
85POOH, WINNIE	767777667	06/17/2020	110147257	CALLAGHAN, JOHN	06/16/2020	Training, Demo
85POOH, WINNIE	767777667	06/17/2020	110147256	BUTTERMANN, GLENN	06/16/2020	Training, Demo
85POOH, WINNIE	767777667	06/16/2020	110147197	CALLAGHAN, JOHN	06/15/2020	Training, Demo
85POOH, WINNIE	767777667	06/16/2020	110147196	BUTTERMANN, GLENN	06/15/2020	Training, Demo
85POOH, WINNIE	767777667	06/15/2020	110147166	BUTTERMANN, GLENN	06/14/2020	Training, Demo
85POOH, WINNIE	767777667	06/15/2020	Incomplete		06/14/2020	Training, Demo
85POOH, WINNIE	767777667	06/14/2020	110147117	CALLAGHAN, JOHN	06/13/2020	Training, Demo

View Order History provides access to orders that have been entered in the past 90 days

Select the desired timeframe from the **Within the last X** days.

Select from **With the Status**, the type of orders you wish to view, e.g. in progress or incomplete orders.

Press the **“Go”** button

# Reference Desk

The screenshot shows the 'Reference Desk' web application. At the top, there is a blue header bar with a home icon and the text 'Reference Desk'. Below this, a grey navigation bar contains the text 'Welcome PMPHYS USER' and four icons with labels: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk' (which is highlighted). The main content area is divided into a left sidebar and a main grid. The sidebar contains five items: 'Start Your Order Request Here' (with a green plus icon), 'Check Order Status' (with a green checkmark icon), 'View Order History' (with a document icon), 'Check Member's Eligibility' (with a person icon), and 'Access Your Optinet Registration' (with a document icon). The main grid consists of eight tiles arranged in a 4x2 layout. The first row contains 'Tutorials' (with a film reel icon) and 'Next Generation Solutions Tutorial' (with a first aid kit icon). The second row contains 'Diagnostic Imaging Clinical Guidelines' (with a radiation symbol icon) and 'Diagnostic Imaging CPT Codes' (with a document icon and a green checkmark). The third row contains 'Cardiovascular Clinical Guidelines' (with a heart and pulse line icon) and 'Sleep Management HCPCS Codes' (with a document icon and a green checkmark). The fourth row contains 'Sleep Management Clinical Guidelines' (with a person icon) and 'Musculoskeletal Codes' (with a document icon and a green checkmark). Each tile includes a title, an icon, and a brief description of the content.

Reference Desk

Welcome PMPHYS USER

Manage Your Physician List

Manage Your User Profile

Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Check Member's Eligibility

Access Your Optinet Registration

**Tutorials**  
Automated or self driven training modules for the main functional areas of the ProviderPortal. (Adobe Flash Required)

**Next Generation Solutions Tutorial**

**Diagnostic Imaging Clinical Guidelines**  
Guidelines for imaging modalities, including CT, MRI, MRA, and PET. Also available are guidelines for pediatric imaging.

**Diagnostic Imaging CPT Codes**  
View a list of all of the CPT Codes that are included in the selected health plan's Radiology Benefit Management program.

**Cardiovascular Clinical Guidelines**  
Guidelines for cardiac imaging modalities, including echocardiography, nuclear cardiology, cardiac CT, cardiac MRI, cardiac PET, and arterial ultrasound.

**Sleep Management HCPCS Codes**  
View a list of all the HCPCS Codes that are included in the selected health plan's Sleep Management program.

**Sleep Management Clinical Guidelines**  
Guidelines for testing and treatment of sleep disorders, including obstructive sleep apnea.

**Musculoskeletal Codes**

Training Tutorials, Clinical Guidelines, and CPT Codes included in the program are located within the Reference Desk



# Adding a health plan to an existing user account

The screenshot shows the 'Order Request' page of the AIM Specialty Health system. The top navigation bar includes a home icon and the text 'Order Request'. Below this, a secondary bar contains links: 'Welcome DEMO TRAINING', 'Manage Your Physician List' (with a doctor icon), 'Manage Your User Profile' (with a user icon), and 'Reference Desk' (with a book icon). On the left side, there is a vertical menu with five options: 'Start Your Order Request Here' (with a folder icon), 'Check Order Status' (with a checkmark icon), 'View Order History' (with a document icon), 'Check Claim Status' (with an envelope icon), and 'Access Your Optinet Registration' (with a document icon). The main content area is a large white box with a light gray border. It contains a form titled 'Find This Member' at the bottom. The form has three sections: 1. 'Select the date of service' with a text input field, a calendar icon, and a help icon. 2. 'Select the search type' with two radio buttons: 'Member ID + DOB' (selected) and 'Member ID + Name'. 3. 'Member ID' and 'Date of Birth' fields. The 'Member ID' field has a placeholder 'Member Number' and a help icon. The 'Date of Birth' field has a placeholder 'MM/DD/YYYY'. A green 'Find This Member' button is located at the bottom right of the form.

Associating multiple health plans to one user login account

1. Select **“Manage Your User Profile”** on the home page
2. In the User Role tab, select **“Add a New Health Plan”**
3. Select the new health plan to associate to your login account and enter at least one identifier to associate with that health plan (e.g. TIN, NPI, etc.)

# Adding a health plan to an existing user account

User Role

User Information

Account Information

Notification

Change Password

User Role

Ordering Provider

Health Plan Utilization Review Programs

☒ Enabled

Health Plan(s):

Health Plan One

Add New Health Plan

Manage My Groups

Add New Health Plan

Health Plan Provider Association

Health Plans Found

The Provider Identifier allows AIM to associate the appropriate providers to your account. Please enter at least one provider identifier for each health plan you select. If you need to enter more than one ID for a health plan, simply enter a comma (,) between each complete provider identifier.

☐ Health Plan One

☒ Health Plan Two

☐ Health Plan Three

Group TIN

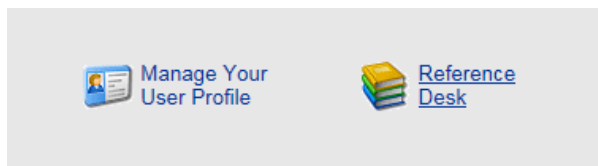
Ordering Provider TIN

Cancel

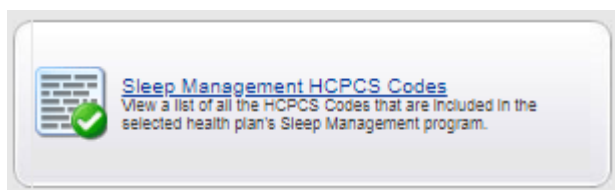
Next >

# Viewing CPT codes included in the program

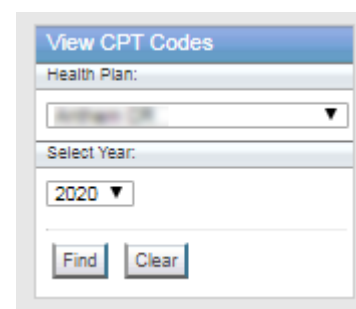
1



2



3



4

HCPCS Details			Records Per Page: 10
Code	Description	Category	
A4604	Tubing with heating element	APAP (Automatic Positive Airway Pressure)	
A7027	Combination Oral/Nasal Mask used with positive airway pressure device, each	APAP (Automatic Positive Airway Pressure)	
A7028	Oral Cushion, Replacement for Combination Oral/Nasal Mask, each	APAP (Automatic Positive Airway Pressure)	
A7029	Nasal Pillows, Replacement for Combination Oral/Nasal Mask, pair	APAP (Automatic Positive Airway Pressure)	
A7030	Full Face Mask used with positive airway pressure device, each	APAP (Automatic Positive Airway Pressure)	
A7031	Face Mask Cushion, Replacement for Full Face Mask	APAP (Automatic Positive Airway Pressure)	
A7032	Replacement Cushion for Nasal Application Device	APAP (Automatic Positive Airway Pressure)	
A7033	Replacement Pillows for Nasal Application Device, pair	APAP (Automatic Positive Airway Pressure)	
A7034	Nasal Interface (mask or cannula type), used with positive airway pressure device, with/without head strap	APAP (Automatic Positive Airway Pressure)	
A7035	Headgear	APAP (Automatic Positive Airway Pressure)	
1 of 26			Total Number of Records Found: 251

1. Select “**Reference Desk**” from the home page.

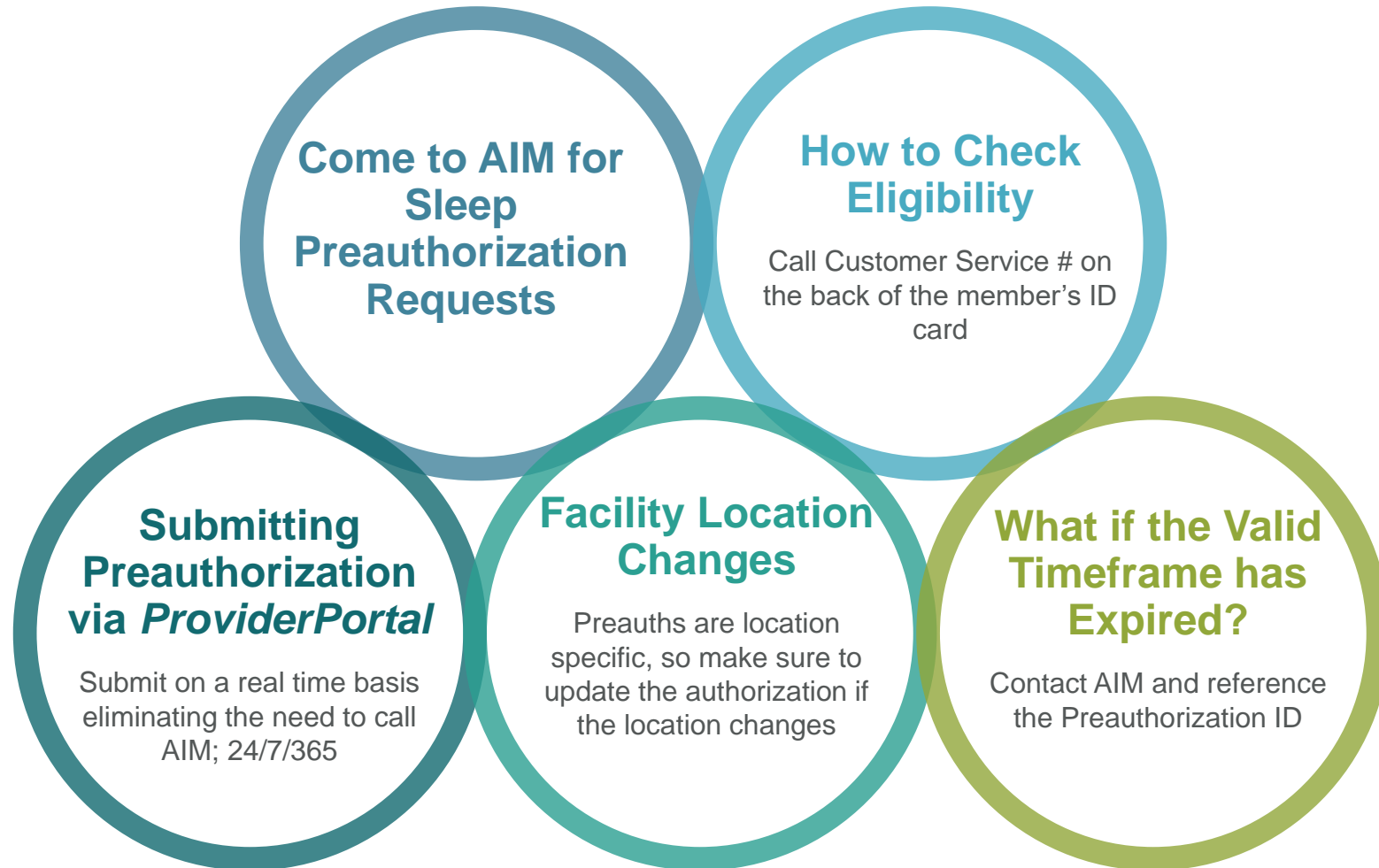
2. Select “**Sleep Management HCPCS Codes**”.

3. Within the view CPT Codes, select the “**Health Plan**” name, and “**year**”.

4. Click “**Find**”.

5. Use the arrows to view the multiple pages of included CPT codes.

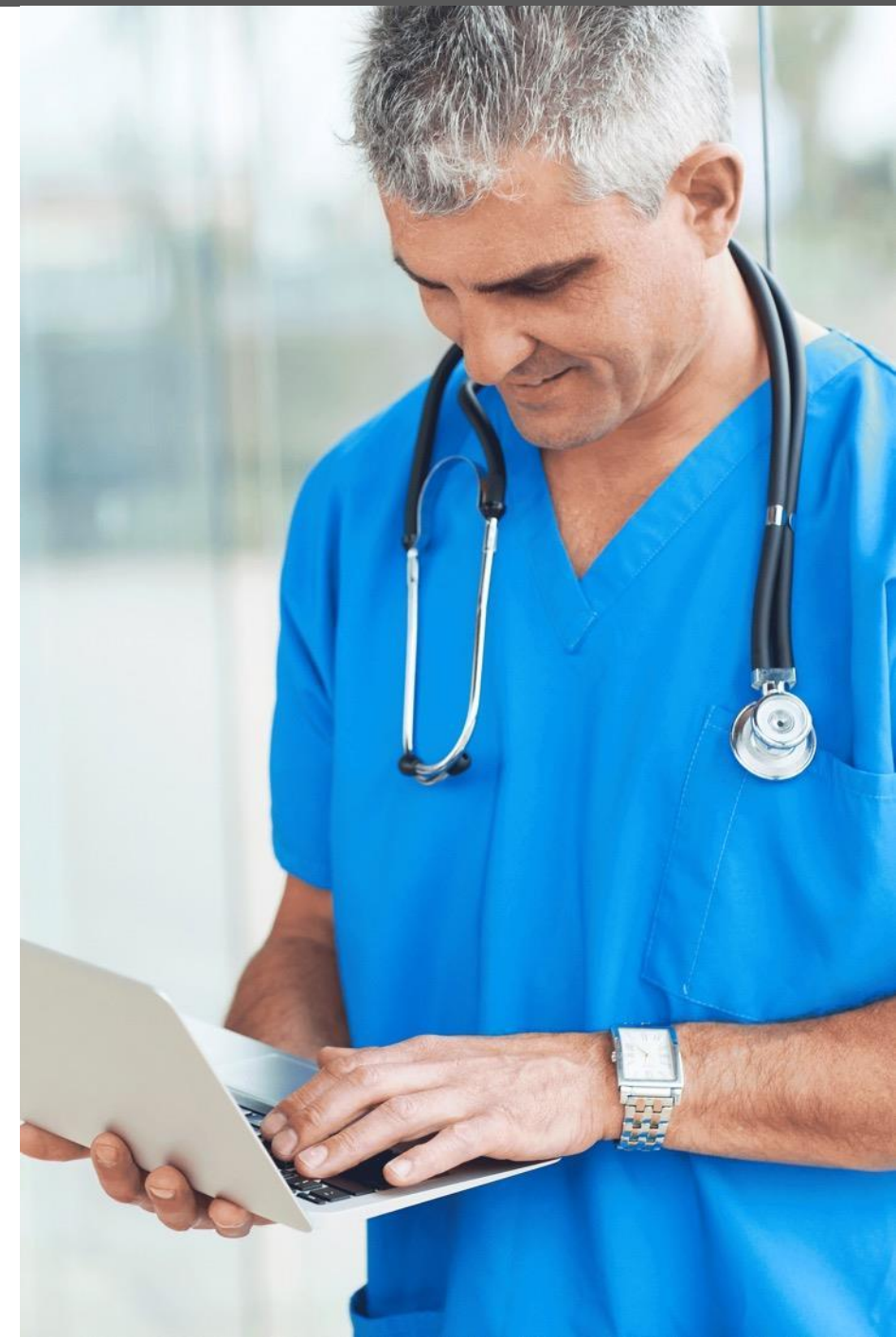
# Reminders





# AIM conducts a provider satisfaction survey annually in December.

**Please be sure to participate!**



# Questions?



**Sleep Management Program provider website:**  
[www.aimspecialtyhealth.com/providerportal-sleep/](http://www.aimspecialtyhealth.com/providerportal-sleep/)

\* AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue.

Healthy Blue is the trade name of Community Care Health Plan of Nebraska, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

BNEPEC-0142-20 October 2020

State approval: 09/30/2020